

SEG Awards Level 3 Award in Volunteer Management

Qualification Guidance

Level 3 Award – 603/4875/6



About Us

Skills and Education Group Awards continually invest in high quality qualifications, and services across education. As a result we have a long-established reputation for supporting skills providers to enable individuals to gain skills for employment, skills for learning and skills for progression.

Skills and Education Group Awards has an on-line registration system to help customers register learners on its qualifications, units and exams. In addition it provides features to view exam results, invoices, mark sheets and other information about learners already registered.

The system is accessed via a web browser by connecting to our secure website using a username and password: [Skills and Education Group Online Registration System](#)

Sources of Additional Information

The Skills and Education Group Awards website www.skillsandeducationgroupawards.co.uk provides access to a wide variety of information.

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Specification Code, Date and Issue Number

The specification code is A9969-03.

Version	Date	Details of change
1.0	November 2019	New qualification guide
1.1	September 2021	Updated review date and branding
1.2	July 2023	Qualification guide separated from L4 Certificate
1.3	September 2024	Updated review date
1.4	June 2025	Qualification Withdrawn Op End Date – 31/10/2025 Cert End Date – 31/12/2025

This guide should be read in conjunction with the Indicative Content document **version 1.2** which is available on our secure website using the link above.

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This is a live document and as such will be updated when required. It is the responsibility of the approved centre to ensure the most up-to-date version of the Qualification Guide is in use. Any amendments will be published on our website and centres are encouraged to check this site regularly.

Introduction

The SEG Awards Level 3 Award in Volunteer Management is a nationally recognised qualification. It provides learners with some skills and knowledge that will:

- provide a starting point for those interested in the volunteer management role within the voluntary, community, public and private sectors
- help them to develop and consolidate skills and practice in contexts where there are volunteers needing support, management and co-ordination

This qualification was originally developed by a working group, including training organisations, trainers and assessors and those who have managed volunteers, including 'Skills Third Sector' and 'Voluntary Action Sheffield'.

Pre-requisites

The Level 3 Award prepares learners to understand how to support and develop volunteers. It will be targeted at those who are new to this role, who supervise small numbers of volunteers or for whom this role is part of their wider function in an organisation. Their work will include recruiting, supporting and organising day-to-day activities for volunteers.

There are no specific entry requirements to study for these qualifications, however the learner is required to already be working within a volunteering role.

Qualification Structure and Rules of Combination

Rules of Combination: Level 3 Award in Volunteer Management

Learners must achieve 6 credits by completing all of the mandatory units.

Unit	Unit Number	Level	Credit Value	GL
Mandatory Units				
Attracting and Recruiting Volunteers	A/617/7157	3	2	14
Organisations and Volunteering	F/617/7158	3	2	14
Supporting and Developing Volunteers	A/617/7160	3	2	14

Assessment

Internal assessment, internal and external moderation. Specific requirements and restrictions may apply to individual units within qualifications. Please check unit and qualification details for specific information.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

Practice Assessment Material

Skills and Education Group Awards confirm that there is no practice assessment material for this qualification.

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of all individuals. The aims and aspirations of all the learners, including those with identified special needs or learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Progression Opportunities

The Level 3 Award enables learners to progress to the volunteer management apprenticeship pathway, employment and higher level qualifications, as well as other management qualifications.

Centres should be aware that Reasonable Adjustments which may be permitted for assessment may in some instances limit a learner's progression into the sector. Centres must therefore inform learners of any limits their learning difficulty may impose on future progression, if applicable.

Tutor/Assessor Requirements

Skills and Education Group Awards require those involved in the assessment process to be suitably experienced and/or qualified. In general terms, this usually means that the Assessor must be knowledgeable of the subject/occupational area to at least the level they are delivering/assessing at.

Those responsible for Internal Quality Assurance (IQA) must be knowledgeable of the subject/occupational area to a suitable level to carry out accurate quality assurance practices and processes.

Language

This specification and associated assessment materials are in English only.

Qualification Summary

Qualification							
Level 3 Award in Volunteer Management – 603/4875/6							
Qualification Purpose	<ul style="list-style-type: none"> • Provide a starting point for those interested in the volunteer management role within the voluntary, community, public and private sectors • Help them to develop and consolidate skills and practice in contexts where there are volunteers needing support, management and co-ordination 						
Age Range	Pre 16		16-18		18+	✓	19+ ✓
Regulation	The above qualifications are regulated by Ofqual						
Assessment	<ul style="list-style-type: none"> • Internal assessment • Internal and external moderation 						
Type of Funding Available	See FaLA (Find a Learning Aim)						
Qualification/Unit Fee	See Skills and Education Group Awards web site for current fees and charges						
Grading	Pass To achieve a Pass, learners must complete all units as stated in the rule of combination (RoC)						
Operational Start Date	01/11/2019						
Review Date	31/10/2025						
Operational End Date	31/10/2025						
Certification End Date	31/12/2025						
Guided Learning (GL)	Level 3 Award: 42 hours						
Total Qualification Time (TQT)	Level 3 Award: 60 hours						
Skills and Education Group Awards Sector	Volunteer Management						
Ofqual SSA Sector	15.3 Business Management						
Support from Trade Associations/Stakeholder Support							
Administering Office	See Skills and Education Group Awards web site						

VML3U01 - Attracting and Recruiting Volunteers

Unit Reference	A/617/7157
Level	3
Credit Value	2
Guided Learning	14 hours
Unit Summary	This unit enables the learner to understand how to promote, recruit and induct volunteers whilst understanding good practice within the volunteering sector.
Learning Outcomes (1 to 3) <i>The learner will</i>	Assessment Criteria (1.1 to 3.2) <i>The learner can</i>
1. Understand how to promote volunteering.	<p>1.1 Summarise the benefits of volunteering to stakeholders and potential volunteers.</p> <p>1.2 Describe the different ways to promote volunteering to a diverse community.</p>
2. Understand good practice in recruiting volunteers.	<p>2.1 Explain the key elements of good practice in volunteer recruitment.</p> <p>2.2 Explain how to assess individuals' attributes, skills and knowledge.</p> <p>2.3 Describe the processes and practices that can be used by an organisation to recruit volunteers.</p>
3. Understand how to effectively induct volunteers.	<p>3.1 Distinguish between a volunteer agreement and a contract of employment.</p> <p>3.2 Describe good practice in a volunteer induction programme.</p>

VML3U02 - Organisations and Volunteering

Unit Reference	F/617/7158
Level	3
Credit Value	2
Guided Learning	14 hours
Unit Summary	In this unit learners will gain an understanding of the benefit that volunteers can bring to an organisation. They will be aware of current legislation and be able to explain how it relates to volunteering programmes.
Learning Outcomes (1 to 3) <i>The learner will</i>	Assessment Criteria (1.1 to 3.3) <i>The learner can</i>
1. Understand the benefits of volunteering for an organisation, the community and volunteers.	<p>1.1 Explain the benefits of volunteering for a volunteer.</p> <p>1.2 Assess the benefits and contribution of volunteers within an organisation and for the wider community.</p> <p>1.3 Explain how different volunteering roles contribute to achieving the aims and objectives of an organisation.</p>
2. Understand the principles and values for volunteering.	2.1 Explain the key principles and values that underpin volunteering.
3. Understand the organisational requirements when using volunteers.	<p>3.1 Explain how legislation relates to a volunteering programme.</p> <p>3.2 Summarise the range of organisational policies relevant to volunteering.</p> <p>3.3 Explain good practice relating to managing risk in the use of volunteers.</p>

VML3U03 - Supporting and Developing Volunteers

Unit Reference	A/617/7160
Level	3
Credit Value	2
Guided Learning	14 hours
Unit Summary	This unit will help learners to understand the diverse development needs of volunteers and enable them provide support that will benefit both them and the organisation.
Learning Outcomes (1 to 3) <i>The learner will</i>	Assessment Criteria (1.1 to 3.3) <i>The learner can</i>
1. Understand the diverse development needs of volunteers.	<p>1.1 Explain the process of supervision in the development of volunteers.</p> <p>1.2 Explain how to meet the training and development needs of volunteers.</p>
2. Understand the need to support and motivate volunteers.	<p>2.1 Explain what practices can be used to motivate volunteers.</p> <p>2.2 Explain how to recognise the contribution of volunteers in helping achieve the organisation's aims and objectives.</p> <p>2.3 Explain the importance of giving and obtaining feedback from volunteers.</p>
3. Understand the importance of effective team leadership.	<p>3.1 Describe the attributes of a team leader.</p> <p>3.2 Explain the importance of a positive team culture.</p> <p>3.3 Explain the importance of involving volunteers in planning team objectives.</p>

Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies

Skills and Education Group Awards policy enables learners to avoid duplication of learning and assessment in a number of ways:

- Recognition of Prior Learning (RPL) – a method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.
- Exemption - Exemption applies to any certificated achievement which is deemed to be of equivalent value to a unit within Skills and Education Group Awards qualification but which does not necessarily share the exact learning outcomes and assessment criteria. It is the assessor's responsibility, in conjunction with the Internal Moderator, to map this previous achievement against the assessment requirements of the Skills and Education Group Awards qualification to be achieved in order to determine its equivalence.
- Any queries about the relevance of any certificated evidence, should be referred in the first instance to your centre's internal moderator and then to Skills and Education Group Awards.

It is important to note that there may be restrictions upon a learner's ability to claim exemption or credit transfer which will be dependent upon the currency of the unit/qualification and a learner's existing levels of skill or knowledge.

Where past certification only provides evidence that could be considered for exemption of part of a unit, learners must be able to offer additional evidence of previous or recent learning to supplement their evidence of achievement.

- Credit Transfer – Skills and Education Group Awards may attach credit to a qualification, a unit or a component. Credit transfer is the process of using certificated credits achieved in one qualification and transferring that achievement as a valid contribution to the award of another qualification. Units/Components transferred must share the same learning outcomes and assessment criteria along with the same unit number. Assessors must ensure that they review and verify the evidence through sight of:
 - Original certificates OR
 - Copies of certificates that have been signed and dated by the internal moderator confirming the photocopy is a real copy and make these available for scrutiny by the External Moderator.
- Equivalencies – opportunities to count credits from the unit(s) from other qualifications or from unit(s) submitted by other recognised organisations towards the place of mandatory or optional unit(s) specified in the rule of combination. The unit must have the same credit value or greater than the unit(s) in question and be at the same level or higher.

Skills and Education Group Awards encourages its centres to recognise the previous achievements of learners through Recognition of Prior Learning (RPL), Exemption, Credit Transfer and Equivalencies. Prior achievements may have resulted from past or present employment, previous study or voluntary activities. Centres should provide advice and guidance to the learner on what is appropriate evidence and present that evidence to the external moderator in the usual way.

Further guidance can be found in 'Delivering and Assessing Qualifications' which can be downloaded from the website.

Certification

Learners will be certificated for all units and qualifications that are achieved and claimed.

Skills and Education Group Awards' policies and procedures are available on the website.

Exemptions

This qualification contains no exemptions. For further details see Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies.

Glossary of Terms

GL (Guided Learning)

GL is where the learner participates in education or training under the immediate guidance or supervision of a tutor (or other appropriate provider of education or training). It may be helpful to think – ‘Would I need to plan for a member of staff to be present to give guidance or supervision?’

GL is calculated at qualification level and not unit/component level.

Examples of Guided Learning include:

- Face-to-face meeting with a tutor
- Telephone conversation with a tutor
- Instant messaging with a tutor
- Taking part in a live webinar
- Classroom-based instruction
- Supervised work
- Taking part in a supervised or invigilated formative assessment
- The learner is being observed as part of a formative assessment.

TQT (Total Qualification Time)

‘The number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.’ The size of a qualification is determined by the TQT.

TQT is made up of the Guided Learning (GL) plus all other time taken in preparation, study or any other form of participation in education or training but not under the direct supervision of a lecturer, supervisor or tutor.

TQT is calculated at qualification level and not unit/component level.

Examples of unsupervised activities that could contribute to TQT include:

- Researching a topic and writing a report
- Watching an instructional online video at home/e-learning
- Watching a recorded webinar
- Compiling a portfolio in preparation for assessment
- Completing an unsupervised practical activity or work
- Rehearsing a presentation away from the classroom
- Practising skills unsupervised
- Requesting guidance via email – will not guarantee an immediate response.